



NRRS Outlook A new addition to the NRRS News, the NRRS Outlook will be current information in a quick and easy to read format from **Carol Holtz**, Contracting Officer's Representative.

- **Forest Service NRRS Change in Leadership** – Gail van der Bie, RHWR Assistant Director for Facilities, Services, Travel and Tourism, has assumed oversight of the NRRS program from Floyd Thompson. Welcome Gail to the NRRS!
- **NRRS Business Center** – A User Guide for the on-line Business Center will soon be distributed. *See page 2 for details.*
- **ReserveUSA.com** – ReserveAmerica has improved the performance, responsiveness and reliability of their web infrastructure, which includes the NRRS website, ReserveUSA.com. This fall a new look and feel will be implemented for the site.
- **Facility Closures** – The NRRS has experienced extensive facility closures this recreation season due to flooding and fires. In May USACE parks in Arkansas and Missouri closed scores of campgrounds due to flooding. In June the FS closed all campgrounds on the Pike NF and facilities sites in Arizona. This is a significant effort for ReserveAmerica to call affected customers and either rebook them or provide refunds. Many field units are experiencing negative NRRS cash flow due to increased refunds from closures.
- **Help Desk** – ReserveAmerica has improved services delivered by the Help Desk. Reports from users indicate that the Help Desk seems to be working very well this year. There is almost no waiting to be helped, and issues have been resolved quickly.
- **NRRS Customer Survey Pilot** – NRRS Customer Surveys were launched in June. Call Center and Internet customers have been contacted. Preliminary survey results indicate high satisfaction levels with services provided. Results will be documented in a future newsletter.
- **Mark Your Calendars** – The annual [NRRS Fall Forum](#) will be October 22 – 24 in Salt Lake City!

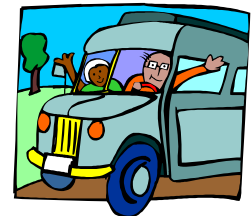
-Carol

Park Suite at FS Pinecrest Campground

Thanks to Peggy Reed, Asst. Manager at Pinecrest Campground Complex, for sharing the following update on the implementation of Park Suite software:

Pinecrest Campground is in the Stanislaus NF and operates under special use permit by Dodge Ridge Corporation. It is the first Forest Service campground to implement the Park Suite software. This software, developed by ReserveAmerica, allows our campground to receive continual updates regarding reservations and cancellations. It also allows us to make future reservations for customers who are here at the campground, as well as view availability for any site on any given day.

In order to operate on the Park Suite software it was necessary for Pinecrest to become a site-specific campground. Initially this was a difficult transition to make because not all campers understand the change. It has had a positive impact on our Sunday arrivals, usually the largest day of the week. Many campers now tell us they are happy they don't have to rush to the campground to pick out their site and they arrive here much more relaxed. The Dodge Ridge employees who run Pinecrest Campground are very pleased with the overall performance of the Park Suite software and are glad that the transition was made.



New Look for Web?

ReserveAmerica has provided a ReserveUSA.com Redesign Solution Proposal. This proposal addresses and resolves many long-term issues with the NRRS website including: posting of campground photos; Section 508 compliance; consistent "look and feel" for ReserveUSA.com distinctive from ReserveAmerica; display of "hierarchy" of federal sites by forest/lake and agency; and use of the NRRS approved site icons. The prototype of this new look and feel will be available in October 2002.

<http://www.reserveusa.com/>

Facility Highlight Salt Springs Recreation Area



Dreaming of beautiful, crystal clear, aquamarine pools for a summer swim? Try Salt Springs Recreation Area located in the lush semi-tropical setting of Central Florida. One of the Ocala National Forest's many springs, Salt Springs is fed by nine vertical fissures rising from deep within the earth. The name "Salt Springs" reflects the slight salinity of the water due to this presence of sodium, potassium, silica, and magnesium salts. In the early 1900's, many people came to the springs to get the water, believing it had medicinal healing powers. The spring gushes forth 52 million gallons of water daily at a constant 74 degrees Fahrenheit.

The campground is open year-round with 106 full hookup units and 56 primitive sites. Showers are available and there is a dump station for vehicle holding tanks. Day use activities are picnicking, swimming, fishing, snorkeling, bird watching, and hiking. Fishing and boating opportunities are available at the Salt Springs Marina.

Marketing Materials Reminder

ReserveAmerica and NRRS Marketing have developed new marketing materials. Materials are listed on the NRRS Team Home Site at <https://team-nrrs.usace.army.mil> and some can be ordered from Recreation Solutions at 530-647-5390, 7 days a week.

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<https://team-nrrs.usace.army.mil>

Business Center

A new NRRS Business Center User's Guide will be distributed soon! The NRRS Business Center is an excellent on-line tool which houses a reference library with access to the NRRS Team web site and to the Inventory management website. Use of the Business Center site requires security access provided by your NRRS Regional Coordinator. If you are a Point of Contact for the NRRS and do not have access to the Business Center, contact your Regional Coordinator and request that they set you up with a User ID in the Business Center, and shortly thereafter you will receive your password in an e-mail.

One of the most important features of this Business Center is access to financial and management reports. Finance reports to convey revenue and distributions are available to authorized users. Field managers can access Daily Arrival Reports and Reservation Detail Reports, which display reservations for sites to the end of each camping season. Two other very useful reports are the Forest Service Annual Report and the Detailed Utilization Report. The FS Annual Report can be run on a monthly or annual basis and displays the use of a particular campground with the following information: Reservation paying Full Price, Golden Price, Net Total, and Cancelled; Reservation Used Dollars including Full Price, Golden Price, Late Cancellation Use Fee Penalty, Net Total, and Cancelled; and the number of Visitors. The Detailed Utilization Report is an additional report, which displays specific information pertaining to facility use.

ReserveAmerica has completed documentation to describe each report on the Business Center. This is a very useful feature and will be more fully explained in the User's Guide. You can look forward to a wealth of information regarding your recreation facility via the NRRS Business Center.

NRRS News

The NRRS News is published every two months in an effort to share information with as many people interested in the reservation system as possible. If you would like to submit an article or nominate a "Facility Highlight" please let us know. To nominate a facility please send an electronic photo and 150 words or less on what makes your facility a special place. This is a great opportunity to share with others the variety of facilities that can be reserved and serves as a wonderful marketing tool for your facility. Please send any correspondence to Kristi at kabray@fs.fed.us.

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